



**Adherence**

Following a health care provider’s advice for how you should look after your health — especially when it comes to how you should take a medication. Also known as compliance.

**Admitted**

To enter and sign in with a health care facility.

**Advocate**

When you take charge of your health. It means asking questions so you understand what is happening to you, and making decision for yourself.

**Community**

A group of people that live in the same area or share the same beliefs or customs.

**Community Health Centre**

A place you can go for health treatment, education, and social help.

**Compliance**

Following a health care provider’s advice for how you should look after your health — especially when it comes to how you should take a medication. Also known as adherence.

**Confidential**

When information is kept private. Anything you discuss with a health care provider is confidential.

**Culture**

The beliefs or customs of a group of people.

**Diagnosis**

What a doctor or health care provider can tell about your health from your symptoms, medical examinations and tests.

**Discharged**

When your hospital health care team says it’s safe for you to go home. You leave the hospital with instructions for how to keep recovering at home.

**Emergency Room (ER)**

The department in a hospital where you can get medical help in an emergency or for something life-threatening, such as a car accident or heart attack.

**Family Health Team**

A group of health care providers who work together at one place. It might include family doctors, nurses, social workers, or dieticians.

**Health Care Provider**

A person whose job it is to take care of the health of others. They've been trained in their job.

**Health Literacy**

Being able to get the health information you need, understand it, make decisions based on it, and put those decisions into action.

**Inpatient**

Someone who is admitted into the hospital to stay overnight, so that health care providers can look after them.

**Medical History Card**

A card that describes your important health information. You can show it to health care providers so they can give you advice based on your health history and needs.

**Nurse Practitioner**

A nurse trained to do many things only a doctor used to do, like ordering lab tests and treating some illnesses.

**Outpatient**

Someone who is getting treatment in the hospital, but doesn't have to stay overnight.

**Pharmacist**

A health care provider who helps you manage safe and effective medication use. They get you the medication your doctor prescribes, and they can help advise you on what non-prescription medication to take. In Ontario, they can even give you the flu shot.

**Pledge**

A serious promise to yourself or others.

**Referral**

When you are sent to another doctor or health care provider who is specially trained in your health problem.

**Rehabilitation**

Steps you take to regain strength, relearn skills, and find new ways of doing things after being sick, getting injured, or having surgery. Rehabilitation can take place in a hospital, or in a community clinic.

**Second Opinion**

When you see another doctor about your health problem.

**ServiceOntario Centre**

A place in your community where you can apply for a health card.

**Symptoms**

Words that describe how you're feeling.

**Telehealth Ontario**

A free confidential service you can call to get health advice or information. It's available 24 hours a day, 7 days a week. 1-866-797-0000, TTY: 1-866-797-0007

**Universal Health Care System**

The way Canada provides health care. It means most health care services are free for all Canadian citizens and permanent residents.

**Urgent Care Centre**

A place where you can get help when you're sick or injured and you need someone to look after you right away, but it is not bad enough to go the ER.

**Walk-In Clinic**

A place where you can get help when you don't have a family doctor, or when you can't get an appointment with your family doctor soon enough.